

**Leaders don't create followers, they create more leaders. — Tom Peters**



## An Overview of Continuous Quality Improvement

CQI is a positive approach that encourages trust, respect, communication, collaboration, responsibility, and empowerment among all members. All CQI participants need to have constructive input in the evaluation of effectiveness for services provided. Through the process of analyzing data to establish a program's strengths and challenges, strategies are identified to improve service delivery. The CQI process is dependent on the commitment and participation of agency leaders and staff.

## Any service delivery issue is appropriate for discussion during CQI meetings

The CQI meeting should be a self-directed and self-determined process. Agendas are not required to reflect only MIECHV Action Alerts but could encompass an agency wide outlook on the service delivery of every program. During the CQI process, an agency will identify needs, goals and available resources, as well as strengths of the program, staff and participants. Strategies should be formulated to build on program strengths, while action plans should be developed to address areas in need of improvement.

In the Department of Health and Senior Services' (DHSS), MIECHV CQI model, there are three levels of CQI teams consisting of Level 1 (Program), Level 2 (Local) and Level 3 (State). It is anticipated that the first level CQI team will be able to implement an action plan for 90% of all issues identified by that team. Only those issues that are not resolved will be shared with the next level team for possible resolution.

The success of a CQI process is dependent upon the degree to which agency staff and team members are committed to the process. As the DHSS continues to refine the CQI process, your feedback of the current process is appreciated. As stated above, the CQI process should be positive and empowering, and allow for improvements of current processes and procedures.

For more information on CQI, visit the article "Continuous Quality Improvement: Origins, Concepts, Problems, and Applications" by D. Radawski - Perspective on Physician Assistant Education, 1999 at <http://www.paeaonline.org/index.php?ht=action/GetDocumentAction/i/25258>.

October 2014						
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November 2014						
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December 2014						
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1st Level CQI  
All Level 1 Teams meet  
Between October 13-24

2nd Level CQI  
November 13, 2014  
1:00-2:30  
Toll free 866-630-9356

3rd Level CQI  
December 8, 2014  
1:00-3:00  
DHSS  
Wild Pine A

**American College of Obstetricians and Gynecologists (ACOG) recommends all pregnant women have the flu vaccine!**

**[www.acog.org/About-ACOG/News-Room/News-Releases/2014/All-Pregnant-Women-Should-Get-Flu-Vaccine-Says-ACOG](http://www.acog.org/About-ACOG/News-Room/News-Releases/2014/All-Pregnant-Women-Should-Get-Flu-Vaccine-Says-ACOG)**

## **Awareness**

### **October is...**

#### **Breast Cancer Awareness Month**

For more information about breast cancer or the National Breast Cancer Foundation, Inc. visit [www.nationalbreastcancer.org/](http://www.nationalbreastcancer.org/). You may also visit the Susan G. Komen site at [www5.komen.org/](http://www5.komen.org/) to find a “Race for the Cure” near you.

#### **Campaign for Healthier Babies Month**

Learn more about the March of Dimes campaign for healthier babies, visit [www.marchofdimes.com/](http://www.marchofdimes.com/).

#### **Domestic Violence Awareness Month**

The Day of Unity is celebrated the first Monday in October. For information on this activity or to learn more about Domestic Violence, visit National Coalition Against Domestic Violence website at [www.ncadv.org/](http://www.ncadv.org/).

#### **Dental Hygiene Awareness Month**

Help your families have a clean mouth...promote good dental hygiene! Information can be found at the American Dental Hygienist Association website [www.adha.org](http://www.adha.org).

#### **Down Syndrome Awareness Month**

To assist those families who have a child diagnosed with Down Syndrome, resources can be located at the National Down Syndrome Society website [www.ndss.org](http://www.ndss.org).

#### **Fire Prevention Month**

Talk with your families about fire alarms in the home and having an evacuation plan in case of a fire. More information can be found at the National Fire Protection Association - [www.nfpa.org](http://www.nfpa.org).

### **November is...**

#### **Diabetes Awareness Month**

Diabetes impacts many individuals and families. For resources, visit the American Diabetes Association at [www.diabetes.org/](http://www.diabetes.org/).

#### **Epilepsy Awareness Month**

For any enrolled families impacted by epilepsy, resources can be found at the Epilepsy Foundation website - [www.epilepsy.com/](http://www.epilepsy.com/).

#### **Prematurity Awareness Month**

To learn more about the March of Dimes campaign around prematurity, visit [www.marchofdimes.com/mission/prematurity-campaign.aspx](http://www.marchofdimes.com/mission/prematurity-campaign.aspx).

### **December is...**

#### **Safe Toys and Gifts Awareness Month**

To get the latest information on toy and gift safety for the holiday gift giving season, visit the Consumer Product Safety Commission website at [www.cpsc.gov](http://www.cpsc.gov).

## **Resources**

During a recent webinar, state staff was introduced to a resource DE Thrives and felt the information provided could be useful to home visiting staff. Below is a link to the DE Thrives website and a short introduction.

DE Thrives: [dethrives.com/QT-30](http://dethrives.com/QT-30) - DE Thrives is a theme shared by the Delaware Division of Public Health, the Delaware Healthy Mother and Infant Consortium and partner organizations throughout the state. All share one common aim—that all of Delaware's babies and children have the same opportunity to thrive. And, all share one common belief—that we all have a part to play, and that when our babies and children thrive, we all are better off. Healthy mothers. Healthy babies. Healthy families. Healthy Communities. At the DE Thrives site, you will find resources to help you make healthy choices for yourself and to take healthy action in your own community. DE Thrives connects you with resources, programs and social networks for reproductive life planning, having a healthy pregnancy, raising healthy babies and more.

## **Success Stories Spoken by the Home Visitor**

### **South Central Missouri Community Action Agency**

- ◆ A family that I have been working with since the beginning had a 10th grade education. We would use some of our home visit time to study for her GED and she obtained her GED last fall. After that, we applied for many different scholarships and she was able to get four of those. She is now in college (full-time) working towards her bachelor's degree in graphic design. She's maintaining a 2.7 GPA and is excited about accomplishing her goal!
- ◆ I currently have a family who I am very proud of. The family at enrollment was homeless and unemployed. The father was going from job to job and the mother is a student in college. The family has obtained a home that they remodeled as a goal while in the program. The father has gained steady employment. The mother has not only obtained her Associates of Arts in education but also completed her Bachelor of Arts in education, these were goals as well. She will start her first teaching job this month. They also have had a second child, which they planned. This mother budgeted her time and money in a way that allowed her to have a second child and pay all her bills while student teaching (without her income).
- ◆ When I first met [this child] and his guardian, I listened to grandma's concerns that something just wasn't right with [this young child]. I observed him and noted several of the same concerns that his guardian had. The guardian was frustrated with doctor's brushing off her concerns. [This child] had moments when he exhibited normal tendencies causing doctors to disregard her concerns and for our Mental Health Consultant to note that he seemed to be a normal active child. Despite all reassurances [this child's] guardian was still very concerned and as I continued to observe him and test we made a joint decision to have [this child] tested at the Autism Center. In July of last year [this child] received a diagnosis of autism. We struggled through the process of getting services initiated together and by winter, [this child] was receiving services from First Steps and has made tremendous progress with speech. I also provided a referral for Easter Seals services and helped initiate those services by contacting the Regional Center on [this child's] behalf. Currently he and his guardian are working their way through sessions with Easter Seals at home. When the sessions are complete they will transition into music therapy where [this child] will learn to express words through music. He will be transitioning this fall and will attend Early Childhood and Head Start. Within the past year I have watched him make tremendous progress and have been very pleased to watch his guardian become more confident in her ability to stand up for [this child]. It has been a pleasure working with them.

### **Final Notes and Reminders**

For Level One Teams, remember to submit your detailed activity log and meeting minutes to Holly Otto at [Holly.Otto@health.mo.gov](mailto:Holly.Otto@health.mo.gov) by November 1.

For the Level Two Team, please submit your detailed activity log and meeting minutes to Holly Otto at [Holly.Otto@health.mo.gov](mailto:Holly.Otto@health.mo.gov) by November 22.

#### **It's October....let's remember to change our REDCap password!**

Change your REDCap password at <https://webapps.missouri.edu/revamp/wizards/passwordManager/passwordManager.jsp>.

For Technical Assistance with password reset, please call the University of Missouri hospital help desk at 573-884-4357.

For other, non-password related concerns, please contact Technical Assistance via one or both of the following contacts:

Email: [muredcap@health.missouri.edu](mailto:muredcap@health.missouri.edu)

Phone: 855-733-7921

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